

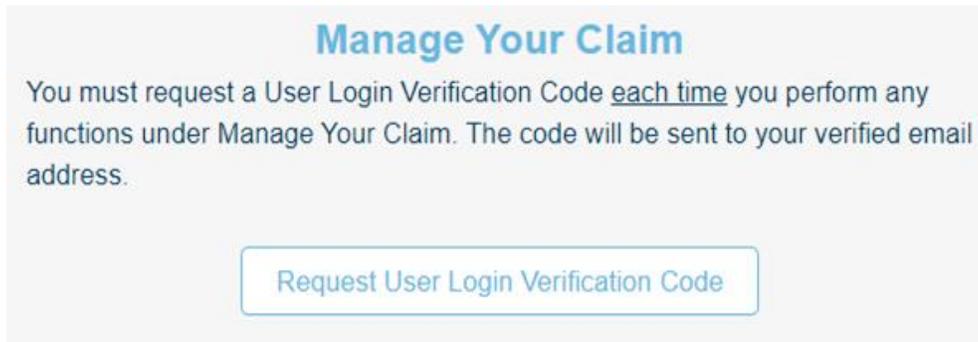
Unemployment Update

Sunday 10 am-9 pm

Monday-Friday 7 am-7pm

Following the steps below to request your weekly UI Benefit Sunday through Wednesday (if you choose online method)

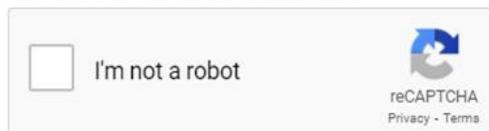
1. Go to the following website address: uiclaimsportal.ky.gov/s/
2. Click login on the top right and enter your username/email address and password and click Sign In.
3. Once your account opens, click the Request User Login Verification Code. This will send an authorization code to your email address.



4. Click the Payment Request box to claim your benefit.



5. Click the I'm not a Robot box and Submit.



Submit

 I'm not a robot 
reCAPTCHA
Privacy - Terms

6. Enter your Social Security Number and 8 Digit Pin that the UI Office Issued.

User Login

User Identification (Social Security Number) no dashes or spaces: *

PIN (8 Digit PIN): *

7. Enter the Log In Verification Code that you received from the previous step via your email address and click Submit.

Login Verification Code

You are required to answer all data fields on this screen marked with an asterisk *

*Please enter the Login Verification Code you received in the email:

8. Click on the Green Payment Request wording as before.

My Account



PAYMENT REQUEST

To request benefits and complete your eligibility review (Mon - Fri : 7:00 AM until 7:00 PM and Sunday from 10:00 AM until 9:00 PM EST)

9. Click the Next tab at the bottom of the Requesting your Benefit Payment rules page as before.

Requesting Your Benefit Payment

Warning: You are responsible for submitting correct information. If you submit false information intentionally you can be prosecuted for a crime under KRS.341.370 (2).

Request your benefit payment on the date given at the time you filed or on any day before Friday of that same calendar week. Make your request no later than 7:00 PM Eastern Standard Time. For example: The date given you is a Wednesday. You may request your benefit payment on Wednesday, Thursday or Friday of that week, no later than 7:00 PM EST. If you do not request your benefit payment in the correct time frame, your benefit payment will be delayed or denied.

After you have claimed the first two weeks, you will request your benefit payment every other week. The hours available to request your benefit payment are: Sunday between 10:00 AM and 9:00 PM EST OR Monday thru Friday between 7:00 AM and 7:00 PM EST. Always request payments on a bi-weekly basis.

If you are required to complete a weekly work search, you will be asked to provide job contacts by submitting the following information:

- Employer/Company
- Job Title
- Method of Contact
- Contact Information such as phone number, email, fax or address
- Outcome of the job contact

If you worked at all during either of the two weeks you are claiming, have the following information available:

- The date you returned to full-time work (if you HAVE returned to full-time work)
- Number of hours you worked
- Name of the company for which you worked
- Gross (before taxes are deducted) amount of earnings, regardless of whether you have received pay.

If you earned or received income during the weeks you are claiming, you must report it. Check the list below for income sources you must report.

- Commission Pay
- Holiday Pay
- Vacation Pay
- National Guard/Reserve Pay
- Severance Pay
- Sick Pay
- Bonus

If you have quit or been fired from a job since you last filed a claim, you will need to file an additional claim. You must provide the company name, complete mailing address, dates of employment and the reason for the separation.

10. Finally, answer the questions in regards to the layoff week.

11. Remember as an E-Claimant you will request your benefits weekly.

Following the steps below to request your weekly UI Benefit Sunday through Wednesday (if you choose the phone method).

1. Dial the following number: (877) 3MY-KYUI or (877) 369-5984 (toll free).
2. When prompted, press one for English, 2 for Spanish.
3. When prompted, enter your 9 digit Social Security Number.
4. When prompted, Press 1 if correct, 2 if not correct.
5. When prompted, enter your 8 digit pin number.
6. When prompted, enter your 8 digit pin number once again.
7. When prompted, press 1 to request your payment.
8. Finally, answer the questions in regards to the layoff week as done in the past.